



**Idaho Operations Office and
Idaho National Laboratory Site
Site Action Plan**

**Commitment 23, Work Planning and Control
Commitment 25, Feedback and Improvement**

DNSFB Recommendation 2004-1

A handwritten signature in black ink, appearing to read "E D Sellers", is written over a horizontal line.

Approved, E. D. Sellers, Manager

Executive Summary

Evaluation Process

Three of the Performance Objectives (PO), consisting of nineteen individual review criterion, associated with Defense Nuclear Facilities Safety Board (DNFSB) Recommendation 2004-1, Oversight of Complex, High-Hazard Nuclear Operations, Commitment 23 and Commitment 25, pertain specifically to Department of Energy Idaho Operations Office (DOE-ID) performance. A team consisting of fifteen DOE-ID employees performed a self-assessment of those Performance Objectives using review criteria provided in memoranda issued by Under Secretary Garman.

Overall Evaluation Summary

The DOE-ID self-assessment team concluded that Work Planning and Control (WPC) PO-1 Criterion 3, WPC PO-1 Criterion 4, Feedback and Improvement (F&I) PO-3 Criterion 1, F&I PO-3 Criterion 6, F&I PO-3 Criterion 8, F&I PO-3 Criterion 9, F&I PO-3 Criterion 10, and F&I PO-3 Criterion 11 were Fully Met; WPC PO-1 Criterion 1, WPC PO-1 Criterion 3.a, WPC PO-2 Criterion 1, WPC PO-2 Criterion 2, WPC PO-2 Criterion 3, F&I PO-3 Criterion 2, F&I PO-3 Criterion 3, F&I PO-3 Criterion 4, F&I PO-3 Criterion 5, and F&I PO-3 Criterion 7 were Partially Met, and WPC PO-1 Criterion 2 was Not Met.

For each instance when full compliance with a review criterion was not obtained, the DOE-ID self-assessment team provided a recommendation that could be used for developing a corrective action plan. The DOE-ID self-assessment team also concluded that, in most instances, a process for obtaining full compliance with the review criteria exists within DOE-ID and is available for implementation.

There were 17 recommendations (opportunities for improvement) identified. These recommendations were presented to Idaho Issues Review Board (IIRB) on January 18, 2006, for evaluation. All recommendations were accepted by the IIRB and were assigned responsible and issue managers to prepare action plans.

SECTION I – DOE-ID Oversight

Performance Objective WPC-1: DOE-ID Work Planning and Control Oversight

Opportunity for Improvement #1

DOE-ID should provide guidance on the continued maintenance and use of the previous ESH&QA Oversight Plan.
(ICATS 064-01-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Identify those oversight elements for FR's previously addressed in the AM Manuals, Chapter 4, and revise WI-133 to implement in the Oversight Plan.	An issued revision to WI-133 that incorporates the oversight elements from the previous AM Manuals.	03/15/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

Opportunity for Improvement #2

DOE-ID should revise OD-101, Functions, Responsibilities, and Authorities, to reflect the current reporting chain for DOE-ID NE FRs. (ICATS 064-14-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Revise DOE-ID IDMS OD-101, Functions, Responsibilities, and Authorities, to reflect the reporting chain for DOE-ID NE FRs as identified in the DOE-ID organizational chart dated January 2006.	An issued revision to DOE-ID IDMS OD-101, Functions, Responsibilities, and Authorities, reflecting the reporting chain for DOE-ID NE FRs as identified in the DOE-ID organizational chart dated January 2006.	05/01/2006	M.D. Hicks, Quality and Safety Division

Responsible Manager: G.L. Beausoleil, Quality and Safety Division

Opportunity for Improvement #3

DOE-ID should evaluate how work planning and control oversight will continue to be selected based upon the degree of risk, hazards, and complexity of work activity.
(ICATS 064-02-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Evaluate whether work planning and control oversight will continue to be selected and performed based upon risk determination, or if all stages as specified in the criterion need to be performed, regardless of risk. Based on results of the evaluation, provide additional guidance for work planning and control oversight activities in work instructions.	Issue new or revise current work instructions to provide additional guidance for work planning and control oversight activities.	03/15/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

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Opportunity for Improvement #4

The DOE-ID Technical Qualification Program should be modified to ensure that candidates who are expected to provide oversight of the contractor work control processes are knowledgeable of those processes.

(ICATS 064-03-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
(1) Identify DOE-ID positions that require demonstrated knowledge of the contractor work control processes.	Signed facility specific qualification standards with work control criterion incorporated.	03/31/2006	C.S. Henning, Human Resource Team
(2) Determine level of knowledge required for each position.			
(3) Cross-walk identified positions to TQP functional areas to determine which TQP standards must be modified.			
(4) Modify standard to include criterion for candidate to demonstrate either a working or familiarity level of knowledge of the contractor work control processes.			

Responsible Manager: D.W. Desautel, Human Resources Team

Performance Objective WPC-2: DOE Work Planning and Control Oversight

Opportunity for Improvement #1

DOE-ID should develop a formal process for tracking and trending the results of oversight of the contractor's work planning and control process.

(ICATS 064-05-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Implement Pegasus that has tracking and trending features.	Pegasus in place and operating.	04/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

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Opportunity for Improvement #2

DOE-ID should consider maintaining Performance Metrics summaries on the O-drive as a read-only copy to allow easier review by personnel involved in oversight.
(ICATS 064-06-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
(1) Create a link for the Operational Performance Metrics Reports on the internal DOE-ID web page.	Ability to access from the web page.	1/31/06 Complete	K. Brown/ITST
(2) Ensure the DOE-ID IDMS documentation contains appropriate instruction(s) for Performance Oversight Lead (POL) to transmit monthly performance data to the DOE-ID Web master for posting on the DOE-ID internal web page.	The DOE-ID IDMS document is issued and contains instruction(s) for the POL to transmit performance data to the DOE-ID web master.	3/31/06	P. Contreras/QSD

Responsible Manager: W. D. Jensen, Information Technology Services Team (ITST)

Performance Objective F&I-3: DOE-ID Line Management Oversight

Opportunity for Improvement #1

DOE-ID NE should document the process for transmitting oversight information to the contractor.
(ICATS 064-16-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Revise Work Instructions 122 (Conduct of Operational Oversight Activities) and 123 (Monthly Review of EM/ICP Oversight Results) to include the NE side for transmitting oversight information to the contractor.	Revised Work Instructions 122 and 123 are in place that includes the NE side for transmitting oversight information to the contractor.	03/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

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Opportunity for Improvement #2

DOE-ID should develop a procedure/instruction for determining what DOE identified issues are of sufficient magnitude to merit transmittal to senior contractor management by the CO.
(ICATS 064-07-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Develop and implement a process/procedure that applies severity weighting to findings and concerns that merit formal transmittal to senior contractor management.	A procedure is in place that applies severity weighting to findings and concerns that merit formal transmittal to senior contractor.	04/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

Opportunity for Improvement #3

DOE-ID should develop a process and implement a procedure for verification and validation of corrective actions for contractor (ORPs and NTS issues) and DOE-ID identified issues that applies to both NE and EM.
(ICATS 064-08-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Develop a process, and implement a procedure for verification and validation of corrective actions for contractor (ORPs and NTS issues) and DOE-ID identified issues that applies to both NE and EM.	Procedure issued that requires verification and validation of corrective actions for contractor (ORPs and NTS issues) and DOE-ID identified issues that applies to both NE and EM.	04/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

Opportunity for Improvement #4

DOE-ID NE should provide guidance on corrective action associated activities (documentation, reporting, and closure).
(ICATS 064-17-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Implement guidance on corrective action associated activities (documentation, reporting, and closure).	Procedure issued that provides guidance on corrective action associated activities (documentation, reporting, and closure).	04/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

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Opportunity for Improvement #5

DOE-ID should fully implement WI-108, ID Lessons Learned.
(ICATS 064-10-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
(1) QSD Management has identified a Lessons Learned Coordinator.	Formal appointment of lessons learned coordination duties by memorandum from the QSD Division Director.	02/10/2006 Complete	G.L. Beausoleil, Quality and Safety Division
(2) The Lessons Learned Coordinator will include lessons learned, and external events of relevance to ID into the existing Daily Summary and Weekly Summary.	Copies of Daily Summary and Weekly documentation including lessons learned and external events of relevance.	02/17/2006	H.M. Worrell, Quality and Safety Division
(3) Solicit feedback on relevance and distribution of the summaries.	Feedback from ID organizations concerning the effectiveness of the Daily Summary and Weekly for the dissemination of lessons learned information.	04/07/2006	H.M. Worrell, Quality and Safety Division

Responsible Manager: G.L. Beausoleil, Quality and Safety Division

Opportunity for Improvement #6

The DOE-ID NE organization should develop a process to determine the effectiveness of site programs, management systems, and CAS.
(ICATS 064-18-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Revise procedure WI-121, <i>Management of ID Environmental Management Quarterly Oversight Review Meetings</i> , to include the NE organization.	Revised procedure issued.	03/01/2006	R.D.E. Newbry, FR Team Leader (SOSO)

Responsible Manager: R.M. Stallman, Senior Operations and Safety Officer (SOSO)

Opportunity for Improvement #7

DOE-ID EM should complete the implementation of the scorecard process for BBWI.
(ICATS 064-12-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Complete the implementation of the monthly operational performance report (scorecard) process for BBWI.	Issuance of BBWI scorecard	4/30/06	G. A. Girard

Responsible Manager: E. J. Ziemianski, Waste Disposition Project

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Opportunity for Improvement #8

DOE-ID NE should complete the implementation of the scorecard process for BEA.
(ICATS 064-13-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Implement a monthly operational performance report (scorecard) process for BEA.	Issuance of BEA scorecard	04/01/2006	R.F. Wilbur, LO

Responsible Manager: R.F. Wilbur, Laboratory Operations

Opportunity for Improvement #9

DOE-ID should ensure that the DOE-ID employee concern web links are re-established and that employees are aware of the web link locations.
(ICATS 064-11-00)

DOE-ID Action	Deliverable	Due Date	Owner/Org
Repair web links for Employee Concerns Program on the DOE-ID HR homepage.	Upon entry into the ECP web Link all of the links will be active	01/19/2006 Complete	J.E. Ogilvie, Human Resources Team

Responsible Manager: D.W. Desautel, Human Resources Team